ZAKAT DISTRIBUTION POLICY

NATIONAL ZAKAT FOUNDATION NEW ZELAND

National Zakat Foundation™

CONTENTS

1 PURPOSE

1.1 This policy establishes an effective, accountable, and transparent framework for managing cases and clients that come to the National Zakat Foundation New Zealand herein referred to as NZFNZ.

2 SCOPE

2.1 To remain professional and objective the National Zakat Foundation, its staff and volunteers dealing with the distribution of Zakat funds must be follow a set of fair and uniform policies and guidelines to assist in decision making. This document is a combination of policies, Fiqh rulings and guidelines regarding the assessment, processing, and approval of the distribution of Zakat to eligible recipients. The goals are as follows:

- Provide objectivity
- Same rules apply to everyone
- Remove/reduce opportunity for emotional based decisions
- Provide Fiqh rulings from previous cases to assist with similar cases (as a guide)

3 CASE WORK

Case Worker

3.1 All Case workers must have done the following before they can start working in any capacity in NZF:

- Must sign the NZF Confidentiality agreement
- Must have an induction to NZF as an organisation
- Must understand the Pillar of Zakat and the rulings of the 8 categories for distribution
- Must have completed basic training on the use of CRM
- Must have read this document and sign an undertaking that they have read and understood its contents

Case Work Guidelines

3.2 These guidelines are designed to assist and ‘protect’ everyone involved:

- A Case worker (CW) should NOT take sole responsibility of a complex case.
- CW must declare conflicts of interest to his/her supervisor.
- CW must not work on any case that they are closely related to or associated with
- CW must not work on any case that they are emotionally or legally involved in
- CW must strive to remain objective and not get emotionally involved
- CW are to not give their phone number or address to client
- CW should not make any commitments or make promises to the client
- CW are to empower client by letting them do the ‘running around’
- CW are to set/agree timeline expectations with client
- CW must not do a home visit by him/herself
- No case is confidential for the rest of the CW team and management (if CW deem a case to be an exception, then they have to discuss and agree with the Distribution Manager)
- Cases may be discussed with the rest of the casework team and management if opinions are needed.
- A delay or negligence by the client does not establish urgency for NZF in the face of impending deadlines.

Home visit of a client

3.3 Though visiting a client at home is strongly discouraged, there are instances where this may be required, such as when client is:

- Disabled or immobile
- Bedridden due to illness
- Caring for someone and unable to leave them
- Very elderly
- Client is known

3.4 If a home visit is to be conducted, the following rules must be abided by:

- CW to gain approval from the Distribution or National Manager
- CW to inform colleague or manager when they arrive and leave the client premises
- Female CW NEVER to visit a male client alone even for above criteria
- CW must never do a home visit by him/herself
- CW to document time, location and notes on CRM of visit. The time and date is very important

- CW to collect evidence (such as photos and documents=) as required, as proof of visit.

Dealing with Abusive/Rude Clients

3.5 Sometimes applicants or donors become abusive and rude. This can be verbal, via text or telephone. Complaints may also be found on NZFNZ social media pages (such as facebook). It is important that we remain calm and polite but also firm. All incidents, no matter how minor, MUST be documented on the CRM with time and location of the incident. Inform NZF Management about the incident immediately, via email or text, with the name of the client, background, and incident. Below are some guidelines on how to best to deal with specific scenarios:

3.6 Client is rude on the phone
- Listen for a short while and try to calm them down.
- If they continue, interrupt them and tell them you are going to hang up if they continue
- If they continue, hang up and don't answer if they call back.
- Do not lose your cool or lash out with rudeness or impolite behaviour.

3.7 Client is sending abusive texts
- If a text is sent after an abusive call, do not reply
- If not, reply with a polite text requesting them to refrain from sending rude texts
- If they continue, do not reply
- Screenshot all text and replies and upload them on CRM

3.8 Posting a message on our social media (Facebook/Instagram) page
- Never reply via Facebook
- Screenshot message and put on CRM
- If the claim is legitimate, seek counsel from Management and respond in an appropriate manner (via phone or email).
- Have message removed from FB. If they or anyone else posts another message asking why the message was removed, ask FB Admin to reply: As per policy NZF does not manage or deal with clients on social media (Facebook/Instagram). Please call our 0800 492528 number or send an email to info@nzfnz.org.nz, where your request will be handled accordingly.

3.9 A client complains to another organization or an external person who then contacts NZF
- Get all the information from the person calling
- Review latest info on CRM
- Seek counsel from your Team lead or Management
- Respond to the client accordingly
- Inform the person that contacted NZF

Time-out/ Debrief

3.10 This type of work can be very stressful and emotionally draining. In the interest of health and wellbeing of all concerned, the following guidelines are recommended:
- CW are not to take 'work' home
- CW are not to involve their family members
- CW to inform Management as soon as they feel stressed or emotionally drained
- CW to always seek advice from colleagues, Team lead or Management
- CW not get involved too closely with applicant's situation or emotions

Case notes

3.11 Case notes are an integral and important part of practice for many Social Workers. Research has shown that record- keeping practices have an impact on client outcomes such that poor case notes can result in poor decision-making and adverse client outcomes.

3.12 A 'case note' is the term applied to a chronological record of interactions, observations and actions relating to a particular client.

What information should be included in a case note?

3.13 The guiding principle for deciding what information should be included in a case note is whether it is relevant to the service or support being provided.

3.14 The type of information that is considered relevant will clearly depend on the context of practice, this may include:
- a range of biopsychosocial, environmental, and systemic factors impacting on the client. This includes consideration of an individual's culture, religion and spirituality
- risk and resilience factors
- facts, theory or research underpinning an assessment

- a record of all discussions and interactions with the client and persons/services involved in the provision of support including referral information, telephone and email correspondence
- a record of non-attendance, either by the Social Worker or client, at scheduled and agreed meetings or activities
- evidence that the Social Worker and client have discussed their respective legal and ethical responsibilities. This may include:
    - client rights, responsibilities, and complaints processes
    - the parameters of the service and support being offered and agreed to
    - issues relating to informed consent, information sharing, confidentiality, and privacy
    - efforts to promote and support client self-determination and autonomy
    - specific responsibilities to clients in particular settings such as private practice or rural settings
    - professional boundaries and how dual relationships may be managed
    - record keeping and freedom of information
    - discharge planning
    - relevant legislative requirements and their possible implications for practice
- details of reasons and any related actions or outcomes leading up to or following the termination or interruption of a service or support.

How should this information be represented in a case note?

3.15 Information recorded about a client should be impartial, accurate and complete with care taken to ensure that:
- only details relevant to the provision of a support or service to which the client has consented are recorded
- when working with involuntary clients this means recording information relevant to statutory practice notes are free from derogatory or emotive language.
- subjective opinions are qualified with relevant background information, theory or research
- relevant information is not omitted.

3.16 When recording information about third-parties, such as information about a client's relationship with significant others, it is equally important to separate fact from opinion.

How and when should case notes be recorded?

3.17 Case notes can be recorded manually or electronically and should:
- include on each page the name and DOB or other identifying information of the client. This can be handwritten, typed or constitute an electronic tag where an electronic case recording program is utilised
- be dated
- be recorded as soon as possible after an interaction or event
- be typed or clearly readable if handwritten
- include the name, signature and profession/role of
- the author
- include the time of contact, particularly where there are a high volume of interactions in a day.

Can I change or amend a case note at a later date?

3.18 Care should be taken to avoid errors or omissions. In some instances it is illegal to change, white-out or amend case notes after the fact.

3.19 If a change must be made to correct an error or omission, the change can be recorded as a new and separate case note. In addition to outlining the error or omission as part of this new case note, it is advisable to provide an explanation for it earlier absence or inaccuracy. You may also add, if possible, a note in the margin of the original case note referring the reader to the additional or amended detail.

3.20 A case note should never be amended or changed in light of additional information obtained at a later date. This should always constitute a new case note.

3.21 What are my legislative responsibilities with regard to case note recording? - Case notes may be subject to a range of legislative processes and requirements during and following the conclusion of the professional relationship.

3.22 The nature of these requirements may differ greatly according to the State and nature or context of practice. Statutory bodies, for example, are subject to Freedom of Information legislation, which may differ slightly from State to State.

3.23 In any context, notes can be subpoenaed for any number of reasons. Processes for responding to a subpoena may differ depending on the Court and similarly organisations may vary in their policy and procedure for doing so.

3.24 Finally, organisations may have policies and procedures for ensuring these and other legislative obligations are met, in addition to general guidelines for case note recording and management.

3.25 For these reasons it is important for Social Workers to:
- be familiar with the specific legal requirements and processes impacting on practice

- consider the implications of Federal and State legislation to the recording of case notes
- understand how these requirements are implemented within their organisation (where relevant)
- understand what policies and procedures may need to be implemented when working in private practice.

3.26 How should I plan for the termination of a service or support with regard to case notes? - As noted earlier, Social Workers should include details relating to the termination or interruption of services or supports in case note entries leading up to or following the end of the professional relationship.

3.27 However, it is also possible that the termination of service is unanticipated. This might include instances where the Social Worker is incapacitated or unable to continue employment or practice. These are particularly salient issues for Social Workers who are not part of team, work in private practice or are geographically isolated.

3.28 It is particularly important therefore to ensure that case notes are maintained and updated as soon after an interaction or event as practicable.

3.29 This possibility raises a number of issues in relation to security, confidentiality, storage and sharing of client information in the event of an unanticipated termination of service. These issues are addressed in detail in the Ethical Guidelines on:

- Information management
- Working in Private Practice
- Remote Service Delivery.

3.30 Further information on case notes and their management can be found in the following Ethical Guidelines:

- Information management
- Working in Private Practice
- Responding to a Subpoena
- Remote Service Delivery

4 ZOHO CRM DISTRIBUTION GUIDE

1 It's a caseworker responsibility to seek approval of team leader for all distribution amount.

2 Any distribution made without proof of a written approval or consent from team leader or national manager will be a breach of National Zakat Foundation distribution policy. Hence, caseworker will be referred to human resources manager and NZF Management for an appropriate action.

5 APPROVAL PROCESS

1. Following the zakat eligibility assessment, caseworker Must submit all distribution amount to Team leader.
2. Approvals of distribution MUST be in accordance with the following guidelines.
    - Client has provided Bank Statement to indicate he/she is the account holder
    - Client has provided all necessary documents that confirm his/her case.
    - Case note MUST reflect the amount recommended, approved by team leader, and submitted.
    - Distribution MUST be created to the same account holder in bank statement.
- All fields MUST be filled and checked by Case worker before submitting to team leader.

3. **CRM Distribution Process Restrictions**

- All submitted distribution will appear under “My Jobs” for Team Leader, National Manger and CEO
- Once Distribution process kicks off, it will be locked and non has the access to make changes (WIP)
- Changes can be made once TL, DM or CEO rejects case. Reason for rejection MUST be completed
- For distribution amount between $0-$500, require an approval of DM following the checks of 1. Case Zakat eligibility,
  2. Recommended, approved, and submitted amount
  3. Bank Statement matches account holder and client.
  4. All fields are filled.

- Distribution amount up to $5000 will require an approval of DM then CEO before payment takes place.
- Finance manager MUST email a report of transactions with TL, NM and CEO for confirmation of payment to the attended recipients.
- Finance manager will change distribution stage from Approved to extracted then to paid.
- Distribution amount above $5000 will require an approval of DM then CEO and the board before payment takes place.

6 ELIGIBILITY CRITERIA

Categories of Zakat Recipients

6.1 It is mandatory for all NZF staff or volunteers involved in the distribution of Zakat, to have a very good knowledge and understanding of the basic rules of Zakat.

6.2 The following categories of Zakat recipients are derived from Surah Tawbah, Aya 60 (9:60).

6.2.1 Fuqaraa: Persons of extreme poverty who possess no wealth whatsoever. This means a person who does not have enough money to feed himself or his family. This is ascertained by the evidence in the financial assessment. This may also include a person who isn't able to meet the necessities listed under the financial review list. We will look at an applicant's monthly needs and available resources and try to match their expenses with either food vouchers/cards or assistance with rent.

6.2.2 Masakeen: Those who own property in excess of basic necessities but below the value of Nisab. (TBD)

6.2.3 Aamileen/Zakat Collector: Those persons who are appointed to collect Zakat. It is not necessary that this be a needy individual.

6.2.4 Muallafatul Quloob: Those poor and needy persons who are given Zakat with the intentions of solidifying their hearts because they may be recent converts to Islam. Zakat may also be provided to bring individuals closer to Islam (or to make their transition to Islam easier). (TBD)

6.2.5 Ar-Riqaab: Slaves whose masters have agreed to set them free on a payment of a fixed and agreed-upon amount. Zakat may be used to purchase their freedom.

6.2.6 Al Ghaarimeen: A person whose debts exceed his/her assets, and the net assets (assets minus liabilities) is below the Nisab limit. To determine whether a person qualifies, his basic necessities of life (house, furniture, clothes, vehicle, etc.) will not be taken into account. It is conditional that the debts were not created for any un-Islamic or sinful purpose.

6.2.7 Fee Sabililah: Those who are away from home in the path of Allah; those seeking knowledge; or those Hujjaaj that are stranded may be assisted with Zakat, if they are in need.

6.2.8 Ibnus-Sabeel: A traveller who is stranded and in need of financial assistance. This individual may or may not be wealthy in his/her place of residence.

6.2.9 NOTE: CW must state under which category a distribution will be made for a case. See Category field on Case Tab in CRM

Determining Necessities, Essentials, and Refinements

6.3 Throughout the application process, the case worker must determine whether the applicant is asking for that which is

- mandatory/necessary (dharooriyaat),
- essential (haajiyaat) or
- a refinement/luxury (kamaaliyaat).

6.4 If an applicant is unable to work due to a medical limitation or a health concern, they must provide valid health-related documentation. However, if a person who is able to work and make a living, is not doing so due to laziness or lack of willingness, then they are not eligible to receive Zakat.

6.5 When determining whether an applicant is a viable recipient for Zakat, client must:

- Must complete the entire National Zakat Foundation application form,
- applicants must also provide current bank statements for the entire family.
- Bank statements for the past three months must also be sent.

6.6 It is the job of the caseworker to scrutinize the application and these bank statements to look for anomalies in credits and debits.

6.7 However, it must also be recognized that caseworkers will not be able to determine how many bank accounts a certain applicant has or how much cash they may have with them.

6.8 Along with bank statements, information about all other financial accounts must also be shared.

6.9 Additionally, credit card statements for the past three months, statements for a line of credit, and debt-related documents are also required.

6.10 If an applicant is working, they should send in copies of the past three pay stubs, as well.

6.11 The applicant must also send in a rental agreement if they are living in rental accommodation.

6.12 Copies of bills must be provided to determine how utilities are being utilized. If bill amounts are reasonable and we are not paying those bills, it is not necessary to see them. However, a caseworker can use their discretion and ask to see them, regardless.

6.13 On the whole, a caseworker should look at every application holistically, as every portion of an application is important for understanding the entire situation.

6.14 Summary: The documents required (if applicable) along with the completed National Zakat Foundation application are:

- ID for main applicant and your partner - passport/driver's license
- ID for all children – birth certificate or passport
- ID for all the people you are financially responsible for - passport/driver's license

- Documents describing status if you are on a visa, a refugee or an asylum seeker
- Rental agreement
- Itemised bank statements (last three months) of all the bank accounts by the individuals or couples
- Proof of earnings (last three months' pay stubs) if required)
- Documents illustrating benefits
- Debt related documentation
- Any other relevant documentation

6.15 National Zakat Foundation New Zealand have the following documents that help with the case review process:

- Checklist
  - Checklist is used as a guideline for caseworkers
- Financial assessment forms
  - Income and expense breakdowns
- Undertaking form
  - Signed by the applicant and it states that the information is provided is the truth and the applicant has a responsibility and liability to be truthful
- Application form
  - Paper or online
- Client Relationship Management Tool (Zoho)
  - Assessment flow diagram
  - Check priority status

7 Complex Case Advisory Process (Sharia Board)

National Zakat Foundation New Zealand distribution policy ensures every Zakat recipients receive their Zakat rights. Some case are extremely complex and require Fiqh board advisory opinion and rulings. Zakat officers must refer complex case to state Team Leads where needs to be elevate to distribution manager and CEO. In the event case is beyond the knowledge of the NZF executive management, it will be referred and discussed with the Sharia board of NZF New Zealand. NZF New Zealand process for Sharia board advisory process follows as;

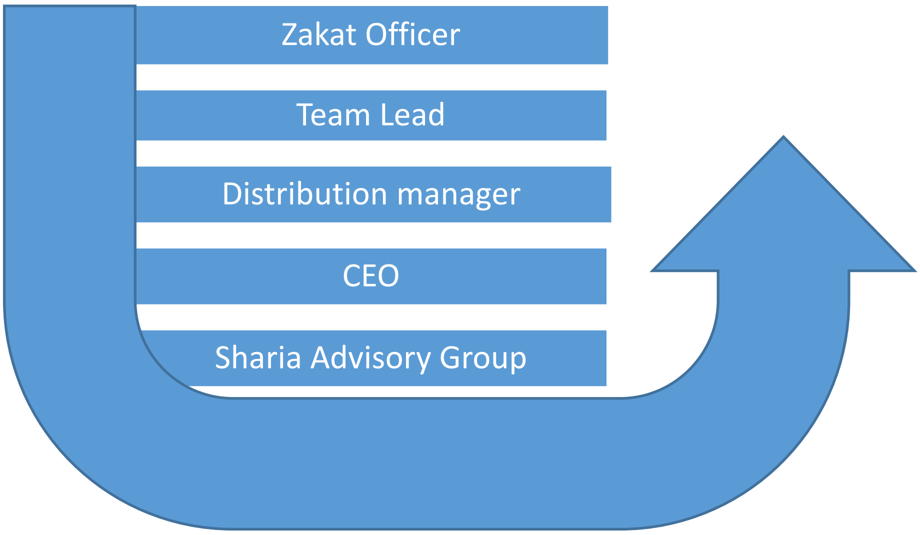

Figure1: Sharia – Fiqh ruling advisory Process.

National Zakat Foundation Sharia Advisory Panel

- Shaikh Dr Farid Ali – Chief Shariah Officer
- Shaykh Ziyaul Haque
- Shaykh Mohammed Mouaz Hafeji Abed

8 QURBAN DISTRIBUTION

8.1 To revive the sunnah of undertaking Qurban locally, with both the donor and recipient sharing the sacrifice.

8.2 The sunnah is to share the meat of the qurban into thirds, as follows:

- 1/3 to poor and needy

- 1/3 to friends
- 1/3 to family of donor

8.3 To simplify the program, NZF offer donors opportunity to take a portion – 1 leg per sheep ordered.

8.4 NZF arranges with the butcher partners to process the rest of the meat into 3 kg bags, which NZF distributes to its clients – poor and needy as per the policy and guidelines above.

9 FITR DISTRIBUTION

Background

9.1 It was proven from the Messenger of Allah (peace be upon him) that he enjoined Zakat ul-Fitr on the Muslims, one saa' of dates or one saa' of barley, and he commanded that it be given before the people went out to the (Eid) prayer. In al-Saheehayn it is narrated that Abu Sa'eed al-Khudri (may Allah be pleased with him) said: At the time of the Prophet (peace be upon him) we used to give one saa' of food, or one saa' of dates, or one saa' of barley, or one saa' of raisins.

9.2 Some of the scholars have interpreted "food" (ta'aam) in this hadeeth as referring to wheat; others interpreted it as meaning the staple food of the country, whatever it is, whether it is wheat, corn, pearl millet or whatever. This is the correct view, because zakat is a help from the rich to the poor, and the Muslim does not have to help with anything other than the staple food of his country.

9.3 What must be given is a saa' of any kind of staple food, i.e., a saa' of the Prophet (peace be upon him), which is four complete scoops as scooped up with two hands, according to al-Qaamoos etc. In modern weights this is equivalent to approximately three kilograms. If a Muslim gives a kilo of rice or some other staple food of his country, that is sufficient even if it is not one of the types mentioned in the hadeeth, according to the more correct of the two scholarly opinions. There is nothing wrong with giving the equivalent amount by weight, which is approximately three kilograms. Furthermore, NZFNZ adopts the advice of its Shariah Advisory Panel and/or the highest Islamic Authority in New Zealand, on the rate of Zakat ul-Fitr and Fidya each year, in exchange for foodstuff.

The Ruling of Giving

9.4 Zakaat ul-Fitr must be given on behalf of all Muslims, young and old, male and female. With regard to a foetus, it is not obligatory to give it on his behalf according to scholarly consensus, but it is mustahabb, because 'Uthmaan (may Allah be pleased with him) did that.

9.5 It is also obligatory to give it before the Eid prayer, and it is not permissible to delay it until after the Eid prayer. There is nothing wrong with giving it one or two days before the Eid. Hence it is known that the earliest time when it may be given, according to the more correct of the two scholarly views, is the night of the 28th of Ramadan, because the month may be twenty-nine or thirty days. The companions of the Messenger of Allah (peace be upon him) used to give it one or two days before Eid.

9.6 Those to whom it must be given are the poor and needy. It was proven that Ibn 'Abbaas (may Allah be pleased with him) said: The Messenger of Allah (peace be upon him) enjoined Zakat ul-Fitr as a purification for the fasting person from idle and obscene speech, and to feed the poor. Whoever gives it before the prayer, it is Zakat ul-Fitr, and whoever gives it after the prayer, it is ordinary charity [and they have missed the obligation]. This was narrated by Abu Dawood and classed as hasan by al-Albaani in Saheeh Abi Dawood.

Distribution of Zakat ul-Fitr

9.7 Similarly, the receiving of Zakat ul-Fitr in monetary form due to the local circumstance, it is acceptable to distribute it to the needy in the monetary form as well. This is due to the complex logistics that would need to be involved in order to distribute it as foodstuff, as well as the fact that NZF serves a wide and diverse community where food culture is not homogenous, and so the risk of wastage is higher. So to ensure that costs are kept low and to bring the greatest benefit to the needy, NZF will distribute Zakat ul-Fitr to the needy in the form NZF vouchers (these can be redeemed for groceries and meat), selected supermarket vouchers (these can be redeemed at any particular chain of stores in the group, and in cash (as required). NZFNZ may choose to carry out the distribution process through its partnership with the community service providers.

Eligibility Criteria

9.8 To be eligible for the NZF Zakat ul-Fitr distribution, a family must meet the following criteria:

- Zakat eligible

9.9 Priority will be given to those families:

- who have children in the age range 0 to 17;
- who have received NZF assistance in the last 3 months or are currently on a monthly food voucher assistance program;
- who are asylum seekers / refugees / bridging visa holders NOT receiving full Government benefits;
- who are reverts.

Distribution Rates:

9.10 Zakat ul-Fitr will be distributed to known families from the NZF database. This is a large list and thus the program is not required to be advertised.

9.11 Zakat ul-Fitr will be distributed as a guide, as follows:

- Single Person = $50
- Married Couple = $100
- For each child in family = $30

9.12 The distribution values for each category have a sufficient base built-in for comfortable purchase of the following items: 2 kg of rice, 2 kg of meat, and selected essential grocery items

Burden of proof?

9.13 The burden of proof is lower than normal, as these families are already known to NZF and they have had contact with a caseworker relatively recently, as such their circumstances can be assumed to be the same. However, when making a grant, a caseworker must state on what basis they are recommending a Zakat ul-Fitr distribution (i.e. Refugee etc.).

9.14 To make grant, in Zoho CRM follow the steps below:

- If the client has had case in the last 1 month, create distributions against that case.
- If client has not had a case in the last 1 month; than create new case, with case name “Fitr”
- Create a single distribution for each voucher that will be given and use NZF Voucher product. E.g. if client is to receive $140 fitr and you are going to give then 2 x $50 and 2 x $20 vouchers; you will need to create 4 distributions for the client; 1 for each voucher. Use the clone function to speed things up.
- Set Distribution Type to Zakat ul-Fitr.
- Fill NZF Vouchers and post to the client.

Approval of Zakat ul-Fitr Distributions (WIP)

9.15 Zakat ul-Fitr distribution approval will be left to caseworkers and team leads; Leave distribution to ‘Proposed’ and it will get paid as part of normal NZF Food voucher collection and payment process.

9.16 Program Expiry The Zakat ul-Fitr program will close on the 27th of Ramadan.

Program Budget (WIP)

9.17 An allocated budget is to be set for the Zakat ul-Fitr program for each year and communicated by the management. It is expected that a similar amount is to be collected in Zakat ul-Fitr donations.

Client Shortlist Review (WIP)

9.18 In addition to this policy document, a potential shortlist of families with children from each State will be given. This shortlist must be reviewed by the Team Leads as per the process below:

- Step 1: Review shortlist list and mark recipients. Target date 10th of Ramadan.
- Step 2: National Manager and COO will then review the shortlist. Target date 12th Ramadan
- Step 3: Finalise list. Target date 15th Ramadan
- Step 4: Distribute vouchers. Target date 23rd Ramadan

9.19 If the client has had a case in the last 4 weeks, add distribution to exiting case; if last case was more than 4 weeks ago, create new case.

9.20 If a state does not have NZF vendors, then the team may be allowed to use Coles vouchers as an option.

9.21 The report used to generate this shortlist (Client Details with Case Info) is available on the CRM under the Team Leader Reports.

9.22 These shortlists are simply to guide the process, however Team Leads have discretion to add from outside this group; but remember they may need to be justified, to ensure a fair and equitable process has been applied.

10 FEEDBACK

10.1 Staff may provide feedback about this document by emailing: sopport@nzfnz.org.nz